

1 ABSTRACT OF THE DISCLOSURE

 An office information system having a
device which provides a user with an operational message
of the system is disclosed. In an embodiment of the
5 office information system, a path record storage device
stores a plurality of path records related to components
of the system, each path record indicating a locating path
needed to reach a location of a specific one of the
components in the system when a failure related to the
10 specific one of the components occurs. A failure location
detecting device detects a location of a component in the
system when a failure related to the component occurs. A
reached location determining device reads a path record
from the path record storage device when the location of
15 the failure is detected, and determines a currently
reached location in the system based on the path indicated
by the path record. A message device generates, when the
reached location is determined, an operational message
needed for recovering the failure at a subsequent location
20 in the path following the reached location.